1   **WHAT IS CLAIMED IS:**

2   1.   A method of performing diagnosis in a computer system, the

3   method comprising:

4   receiving in a computer system executable program instructions that,

5   when executed, cause the computer system to perform a first user-developed

6   automated diagnostic procedure that either fails or passes depending on at least

7   one condition in the computer system, the computer system having stored

8   therein a program 1) that, when executed, performs a plurality of preconfigured

9   automated diagnostic procedures and 2) that is configured to accept user-

10   developed automated diagnostic procedures; and

11   executing the program in the computer system and in so doing performing

12   the plurality of preconfigured automated diagnostic procedures and the first user-

13   developed automated diagnostic procedure.

1   2.   The method of claim 1, wherein the user-developed automated

2   diagnostic procedure comprises at least one selected from the group consisting

3   of: an application based automated diagnostic procedure and a content based

4   automated diagnostic procedure.

1   3.   The method of claim 1, wherein the user-developed automated

2   diagnostic procedure is a Business Add-In component.

1   4.   The method of claim 3, wherein the plurality of preconfigured

2   automated diagnostic procedure are Business Add-In components.

1   5.   The method of claim 1, wherein the plurality of preconfigured

2   automated diagnostic procedures comprises at least one installation automated

3   diagnostic procedure.

1   6.   The method of claim 1, wherein a failure of the user-developed

2   automated diagnostic procedure comprises one selected from the group

3   consisting of: an informational message, an advisory, a warning, a fatal error

4   notification, and combinations thereof.

1   7.   The method of claim 1, wherein the executable program

2   instructions, when executed, further cause the computer system to perform a

3   user-developed automated remedy procedure that is associated with the user-

4   developed automated diagnostic procedure.

1   8.   The method of claim 7, wherein the user-developed automated

2   remedy procedure comprises a troubleshooting procedure designed to identify a

3   problem source that may cause the user-developed automated diagnostic

4   procedure to fail.

1   9.   The method of claim 7, wherein the user-developed automated

2   remedy procedure is designed to remedy a problem that may cause the user-

3   developed automated diagnostic procedure to fail.

1   10.   The method of claim 1, further comprising:

2   receiving priority information specifying an order in which the plurality of

3   preconfigured automated diagnostic procedures is to be performed in the

4   computer system; and

5   performing the plurality of preconfigured automated diagnostic procedures

6   in the specified order.

1   11.   The method of claim 10, further comprising receiving user input

2   regarding where in relation to the specified order to perform the user-developed

3   automated diagnostic procedure.

1   12.   The method of claim 10, further comprising updating the priority

2   information if more than one of the plurality of automated diagnostic procedures

3   fail.

4   13.   The method of claim 12, further comprising publishing the updated

5   priority information.

1   14.   A computer program product tangibly embodied in an information

2   carrier, the computer program product including instructions that, when executed,

3   cause a processor to perform operations including:

4   receive in a computer system executable program instructions that, when

5   executed, cause the computer system to perform a first user-developed

6   automated diagnostic procedure that either fails or passes depending on at least

7   one condition in the computer system, the computer system having stored

8   therein a program 1) that, when executed, performs a plurality of preconfigured

9   automated diagnostic procedures and 2) that is configured to accept user-

10   developed automated diagnostic procedures; and

11   execute the program in the computer system and in so doing performing

12   the plurality of preconfigured automated diagnostic procedures and the first user-

13   developed automated diagnostic procedure.

1   15.   The computer program product of claim 14, wherein the user-

2   developed automated diagnostic procedure is a Business Add-In component.

1   16.   The computer program product of claim 14, wherein the executable

2   program instructions in the computer system, when executed, further cause the

3   computer system to perform a user-developed automated remedy procedure that

4   is associated with the user-developed automated diagnostic procedure.

1   17.   The computer program product of claim 16, wherein the user-

2   developed automated remedy procedure comprises a troubleshooting procedure

3   designed to identify a problem source that may cause the user-developed

4   automated diagnostic procedure to fail.

1   18.   The computer program product of claim 16, wherein the user-

2   developed automated remedy procedure is designed to remedy a problem that

3   may cause the user-developed automated diagnostic procedure to fail.

1   19.   The computer program product of claim 14, wherein the operations

2   further comprise:

3   receive priority information specifying an order in which the plurality of

4   preconfigured automated diagnostic procedures is to be performed in the

5   computer system; and

6   perform the plurality of preconfigured automated diagnostic procedures in

7   the specified order.

1   20.   The computer program product of claim 19, wherein the operations

2   further comprise: update the priority information if more than one of the plurality

3   of preconfigured automated diagnostic procedures fail.

1   21.   The computer program product of claim 19, wherein the operations

2   further comprise: receive user input regarding where in relation to the specified

3   order to perform the user-developed automated diagnostic procedure.